

Reference number: ****

We are writing to personally invite you to take part in an important study about the reliability of electricity in South Australia.

We have been asked by the Essential Services Commission of South Australia (ESCOSA) – the independent regulatory body that determines electricity reliability and service standards in South Australia – to invite selected customers to participate in this important study.

Your views will help inform ESCOSA's determinations on the reliability performance expected of SA Power Networks in managing the electricity distribution network from 1 July 2020.

Participation in the study is easy – to have your say, just type the exact text of the link below into your internet browser and you will be taken to the start of the survey. The survey takes about 15 minutes to complete.

[www.wmsr.com.au/r<**>](http://www.wmsr.com.au/r<****>)**

So that you can be assured of anonymity and give your opinions in complete confidence, an external consultant, Oakley Greenwood, has been engaged by ESCOSA to complete the study in collaboration with social research specialists, Wallis Market and Social Research (Wallis).

Your contact details were provided confidentially to Wallis by SA Power Networks, for the sole purpose of conducting this study. Wallis works within the Australian Privacy Act and the Wallis Privacy Policy is available on their website at **www.wallisgroup.com.au/home/privacy/**

If you don't complete the survey online, you may receive a follow-up call from Wallis' call centre from the number 03 9940 2000 to check if you want to participate. If you do not have access to the internet, you can participate by telephone; please call Wallis on freecall 1800 113 444 to make an appointment.

If you have any questions, more information about the study is provided on both SA Power Networks' website (**www.talkingpower.com.au**) and at **www.escosa.sa.gov.au/consultation/open-consultations**.

Thank you in advance for considering taking part. We hope you are able to spare the time to give us your opinions on this important topic.

Yours faithfully



Sue-Ann Charlton

SA Power Networks | *GM Customer Relations*

In association with: